BlackBerry Enterprise Server for Microsoft Exchange
Version 4.1 Service Pack 5

Release Notes

BlackBerry Enterprise Server Version 4.1 SP5 for Microsoft Exchange

Document ID: 17887515

Last modified: 23 April 2008

Related resources

Guide	Information
BlackBerry Enterprise Server Installation Guide	• system requirements • installation instructions
BlackBerry Enterprise Server Upgrade Guide	• system requirements • upgrade instructions
BlackBerry Enterprise Server Feature and Technical Overview	• BlackBerry® Enterprise Server features • system architecture • data and process flows
BlackBerry Enterprise Server Administration Guide	• system setup and management • BlackBerry device implementation instructions

Visit www.blackberry.com/go/serverdocs for more product documentation. To view the guides, you must have Adobe® Acrobat® Reader® 3.0 or later installed on your computer.

Product information

Research In Motion (RIM) plans to discontinue support for the "You were BCC'd" portion of messages as of BlackBerry Enterprise Server Version 5.0 (SDR 79671).

BlackBerry Enterprise Server Version 4.1 SP5 is not certified for use in Japanese environments.

RIM certifies that the BlackBerry Enterprise Server operates on VMware® ESX Server Version 3.0.1. As with any deployment of the BlackBerry Enterprise Server, consider taking baseline measurements of performance after you install the BlackBerry Enterprise Server, and then add users in stages to the server. In a VMware environment, other virtual machines might be running on that server, which might impact how many users the BlackBerry Enterprise Server can support. See the *BlackBerry Enterprise Server Version 4.1 Performance Benchmarking* Guide for more information about performance measurements.

RIM has deemphasized support for BlackBerry® Instant Messaging for Microsoft® Office Live Communications Server 2005 for Windows® Messenger users. RIM does not plan to release new versions of the BlackBerry Instant Messaging Connector and enterprise instant messaging application for Windows Messenger. BlackBerry Enterprise Server Version 4.1 SP5 and later maintenance releases will continue to include the connector that is compatible with the last release of the device client only (version 1.1.0.28). The connector will not be included in BlackBerry Enterprise Server Version 5.0 or later.

Functional changes

Note: BlackBerry Enterprise Server Version 4.1 SP5 makes certain new features available on BlackBerry devices that are running BlackBerry® Device Software Version 4.5. BlackBerry Device Software Version 4.5, which was previously known as BlackBerry Device Software Version 4.3.1, is not yet available.

Feature	Description
View meeting invitee availability	Users can view the availability of meeting invitees on BlackBerry devices that are running BlackBerry Device Software Version 4.5 or later. You can turn off this feature using the BlackBerry Manager. **Note**: If your environment uses Microsoft® Exchange 2007, users can only use this feature if you configure the system public folder's Schedule+ Free Busy properties. For more information, visit www.microsoft.com and search for article 397221(EXCHG.80) and article 691120(EXCHG.80).
Remote search for email messages	Users can search for email messages that are located on the messaging server using BlackBerry devices that are running BlackBerry Device Software Version 4.5 or later. You can turn off this feature using the BlackBerry Manager.
Download native attachment formats	Users can download message attachments in any native format on BlackBerry devices that are running BlackBerry Device Software Version 4.5 or later. Users can open and make changes to native file formats using an appropriate third-party application on their BlackBerry devices. Depending on the file format, users might be able to open a file using the media application on their BlackBerry devices. You can specify the maximum file size of attachments that users can download to their BlackBerry devices.

Feature	Description
Attachment support for .amr file format	The BlackBerry Attachment Service now supports the .amr audio file format.
Preserve original message format when replying to or forwarding messages (SDR 167278)	In BlackBerry Enterprise Server Version 4.1 SP4 and earlier, messages in rich content format were converted to plain text format when they were replied to or forwarded from BlackBerry devices.
	In BlackBerry Enterprise Server Version 4.1 SP5, if users reply to or forward messages in rich content format from their BlackBerry devices, the messages retain their original format, or a similar format. Inline images might not be preserved if the original message was in RTF format.
Separate messages list on BlackBerry devices for messages received from BlackBerry Enterprise Servers	You can add a separate messages list to users' BlackBerry devices that contains messages received from BlackBerry Enterprise Servers only. For more information about how to turn on this feature, visit www.blackberry.com/support to see article KB15003.
	Note: This feature is turned off by default.
Monitor wireless application push failures	The new Software Config Status tab in the BlackBerry Manager allows you to view any issues with the wireless delivery of applications.
New naming conventions for the BlackBerry Mobile Data System (MDS) and related software	The component of the BlackBerry Enterprise Server that was previously referred to as the BlackBerry MDS Services is now referred to as the BlackBerry MDS Integration Service. The term BlackBerry MDS Services now refers collectively to the BlackBerry MDS Integration Service and the BlackBerry MDS Connection Service.
	BlackBerry® MDS Studio Applications are now referred to as BlackBerry® MDS Runtime Applications. Java® applications that are developed for and used on BlackBerry devices are now referred to as BlackBerry Java Applications. Browser applications that are developed for and used on BlackBerry devices are now referred to as BlackBerry® Browser Applications. The term BlackBerry Application refers collectively to BlackBerry MDS Runtime Applications, BlackBerry Java Applications, and BlackBerry Browser Applications.
	The BlackBerry Manager user interface and the BlackBerry Enterprise Server documentation reflect these new naming conventions.
Apply application control policies to BlackBerry MDS Runtime Applications	You can now apply application control policies to BlackBerry MDS Runtime Applications that are running on the BlackBerry® MDS Runtime Version 4.5 or later.
	The "Allow External Access" property in BlackBerry MDS Integration Service device policies does not apply to BlackBerry devices running BlackBerry MDS Runtime Version 4.5 or later. To apply this property, you must apply an application control policy to a BlackBerry MDS Runtime Application. For more information, see the *BlackBerry Enterprise Server Administration Guide*.
Unconditional message encryption for the BlackBerry MDS Integration Service	All messages exchanged between BlackBerry devices and the BlackBerry MDS Integration Service are now encrypted by default.
BlackBerry MDS support for binary types and SOAP faults	The BlackBerry MDS Services now support base64 binary and hex binary data types, as well as SOAP faults generated by web services.
Support for Microsoft® SQL Server™ 2005 (64-bit)	The BlackBerry Enterprise Server now supports the Microsoft SQL Server 2005 (64-bit) database management system.
Enhanced control of lost and stolen BlackBerry devices.	You can specify a delay (in hours) when using the Erase Data And Disable Handheld IT administration command over the wireless network. This change applies to BlackBerry Device Software Version 4.5 or later.
	The remote password reset cryptographic protocol is designed to allow you to set the BlackBerry device password remotely, even if content protection is enabled on the BlackBerry device. This change applies to BlackBerry Device Software Version 4.3 or later.
Specify algorithms that BlackBerry devices consider weak	You can use the Weak Digest Algorithms IT policy rule to specify algorithms that BlackBerry devices consider weak. This IT policy rule can be applied to BlackBerry devices running BlackBerry Device Software Version 4.3 or later.
	The BlackBerry Enterprise Server uses the list of weak digest algorithms when verifying that the certificate chains for the certificates that BlackBerry devices use with the SSL protocol over connections to external web servers are strong enough.
	BlackBerry devices use the list of weak digest algorithms when verifying that the digital signatures on messages that BlackBerry devices receive are not generated using a weak hash digest. BlackBerry devices use the list of weak digest algorithms when verifying that the certificate chains for the certificates used to sign messages that BlackBerry devices receive do not contain hashes generated using a weak digest.

Feature	Description
Digitally sign BlackBerry MDS Runtime Applications	Developers can digitally sign BlackBerry MDS Runtime Applications that they create using BlackBerry MDS Studio, before publishing these applications to the BlackBerry MDS Application Repository.
	BlackBerry devices support using a private key with a corresponding certificate in X.509 syntax to digitally sign BlackBerry MDS Runtime Applications. The BlackBerry MDS Integration Service verifies the digital signature on the BlackBerry MDS Runtime Application code before sending the application to BlackBerry devices over the wireless network. When the BlackBerry device receives the BlackBerry MDS Runtime Application, it displays the certificate subject details as the code signer identity, and prompts the BlackBerry device user to accept or reject the application.
Allow users to view encrypted attachments in S/MIME-protected and PGP protected messages	BlackBerry devices running BlackBerry Device Software Version 4.5 or later can run the S/MIME Support Package for BlackBerry devices or the PGP® Support Package for BlackBerry devices, which allow users to view encrypted attachments in S/MIME-protected and PGP protected messages.
	You can use the S/MIME Allowed Encrypted Attachment Mode IT policy rule and the PGP Allowed Encrypted Attachment Mode IT policy rule to specify the least restrictive mode that the BlackBerry device can use to retrieve PGP encrypted and S/MIME-encrypted attachment information.
Apply an encoding scheme to BlackBerry data using transcoder application code	You can apply an encoding scheme to BlackBerry data using transcoder application code.
	Third-party application developers can create encoding schemes that encrypt, convert, or otherwise change the format of BlackBerry device data.
	This feature applies to BlackBerry devices running BlackBerry Device Software Version 4.5 or later.
Firewall Whitelist Addresses IT policy rule	You can use the Firewall Whitelist Addresses IT policy rule to specify the list of email addresses that the BlackBerry device firewall allows. The BlackBerry device receives messages from these email addresses even if the user blocks all incoming messages on the device. This IT policy rule can be applied to BlackBerry devices running BlackBerry Device Software Version 4.2.3 or later.
Improvements to wireless coverage checks (SDR 130242)	In BlackBerry Enterprise Server Version 4.1 SP4 and earlier, users' coverage status was determined by a coverage status update. If a user was out of a wireless coverage area and then entered a wireless coverage area, the BlackBerry device might have sent a data packet to the BlackBerry Enterprise Server, but the user's status was not updated as "in coverage" until the next coverage status update.
	In BlackBerry Enterprise Server Version 4.1 SP5, users' coverage status can be changed by coverage status updates, and by the BlackBerry Enterprise Server receiving data packets from BlackBerry devices in a wireless coverage area.
More calendar logging information (SDR 124498)	If the CALHelper times out, a stack dump is added to the BlackBerry Messaging Agent log file.
Senior help desk administrator role can specify message forwarding settings (SDR 121032)	Users with the senior help desk administrator role can now specify message forwarding settings for BlackBerry device users.
Product documentation	For current documentation, visit www.blackberry.com/go/serverdocs. In BlackBerry Enterprise Server Version 4.1 SP4 and later, Research In Motion has discontinued the distribution of documentation on the product CD.

Fixed issues

Key issues	
SDR 157995	In previous versions of the BlackBerry Enterprise Server, the BlackBerry Enterprise Server components, including the BlackBerry Messaging Agent, the BlackBerry Dispatcher, the BlackBerry Router, the BlackBerry Synchronization Service, and the BlackBerry Policy Service, might have stopped responding because of a logging error that occured after the Microsoft® Windows® daylight saving time (DST) patch was applied to the computers that hosted the BlackBerry Enterprise Server components.
	In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.
SDR 87023	In BlackBerry Enterprise Server Version 4.1 SP4 and earlier, if a user forgot the password for a BlackBerry device on which content protection was turned on and you reset the user's password remotely, the content-protected BlackBerry device prompted the user to type the BlackBerry device password, which the user had forgotten. You had to use the Erase Data and Disable Device task in the BlackBerry Manager to remotely erase all user information and application data on the BlackBerry device, allowing the user to set a new password.
	In BlackBerry Enterprise Server Version 4.1 SP5 and BlackBerry Device Software Version 4.5 and later, you can reset the BlackBerry device password remotely even if content protection is enabled on the BlackBerry device. The user is not required to type the old password.

BlackBerry Attachment Service

SDR 139035	In BlackBerry Enterprise Server Version 4.1 SP4, if a user tried to open an attachment that was larger than 4 KB using a BlackBerry device with 32MB of SRAM, a "Document is empty" error displayed and the user could not view the attachment.
	In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.

BlackBerry Configuration Database

SDR 158473	In BlackBerry Enterprise Server Version 4.1 SP4, if you had Microsoft® SQL Server™ 2005 Express Edition installed on the same computer that hosted the BlackBerry Enterprise Server, the BlackBerry Enterprise Server services that are dependant on the BlackBerry Configuration Database, including the BlackBerry Dispatcher, the BlackBerry Synchronization Service, and the BlackBerry Policy Service, might have stopped responding, or did not start successfully if you restarted Microsoft Windows.
	In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.
SDR 143711	In BlackBerry Enterprise Server Version 4.1 SP4, the public database role had access to certain stored procedures in the BlackBerry Configuration Database.
	In BlackBerry Enterprise Server Version 4.1 SP5, the public database role does not have access to certain stored procedures in the BlackBerry Configuration Database. The rim_db_bes_server role has executive rights to the stored procedures.
SDR 134377	As of September 2007, Daylight Saving Time has been extended in New Zealand. For more information on how to update your BlackBerry Domain to support the new dates for Daylight Saving Time in New Zealand, visit www.blackberry.com/support to see article KB14176.
SDR 133408	In BlackBerry Enterprise Server Version 4.1 SP3 and later, in certain circumstances, if you created a software configuration and assigned it to users, the BlackBerry Configuration Database might have been corrupted due to a Microsoft SQL server issue.
	In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.
SDR 132472	In BlackBerry Enterprise Server Version 4.1 SP1 and later, in certain circumstances, the BlackBerry Enterprise Server added duplicate rows into the ITAdminQueue table.
	In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.
SDR 130337	In BlackBerry Enterprise Server Version 4.1 SP3, the BlackBerry database notification system might not have installed successfully if your Microsoft SQL Server and the BlackBerry Configuration Database used different collation settings.
	In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.

BlackBerry Dispatcher

SDR 149897	In BlackBerry Enterprise Server Version 4.1 SP4, if the BlackBerry Dispatcher detected a duplicate PIN for BlackBerry devices, it might have detected and reported the same duplicate PIN again before the PIN detection was processed and resolved by the BlackBerry Messaging Agent.
	In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.
SDR 144581	In BlackBerry Enterprise Server Version 4.1 SP4, the BlackBerry Enterprise Server might have added duplicate device model or device manufacturer entries to the Enterprise Service Policy.
	In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.

BlackBerry Enterprise Server Alert Tool

SDR 149897	In BlackBerry Enterprise Server Version 4.1 SP3 and later, in the BlackBerry Enterprise Server Alert Tool, in the SMTP address field, if you configured notification messages to be sent to a user's fully qualified email address (user@domain.com), the domain information was not sent to the SMTP server (@domain.com). As a result, notification messages were sent incorrectly.
	In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.

BlackBerry Instant Messaging for IBM Lotus Sametime Version 2.0.25

SDR 148939	In BlackBerry® Instant Messaging for IBM® Lotus® Sametime® Version 2.0.25, the "Collapse" and "Expand" options have been removed from the menu that displays when a user clicks the trackwheel or presses the menu key while highlighting a group in the contact list. Users can expand or collapse groups by highlighting the group name and pressing the SPACE key, or by clicking the trackwheel or trackball on the BlackBerry device.
SDR 133734	In BlackBerry Instant Messaging for IBM Lotus Sametime Version 1.1.32, if a user renamed a contact using the enterprise instant messaging application on the BlackBerry device, the contact was added to all personal groups in the IBM® Lotus® Sametime® client on the user's computer.
	In BlackBerry Instant Messaging for IBM Lotus Sametime Version 2.0.25, this issue is resolved.
SDR 92584	In BlackBerry Instant Messaging for IBM Lotus Sametime Version 1.1.32, if a user added a contact to the contact list on their computer, then started a conversation with that contact, the contact would have seen the user as offline in the enterprise instant messaging application on the BlackBerry device.
	In BlackBerry Instant Messaging for IBM Lotus Sametime Version 2.0.25, this issue is resolved.

BlackBerry Instant Messaging for Microsoft Office Live Communications Server 2005 for Microsoft Office Communicator Version 2.0.25

SDR 95012	In BlackBerry® Instant Messaging for Microsoft® Office Live Communications Server 2005 Version 1.1.18, if a user was using a BlackBerry 7100 Series device or a BlackBerry Pearl 8100 smartphone, the enterprise instant messaging application did not send typing indicators to other BlackBerry devices, and it did not receive typing indicators from other BlackBerry devices. In BlackBerry Instant Messaging for Microsoft Office Live Communications Server 2005 Version 2.0.25, this issue is resolved.
SDR 92584	In BlackBerry Instant Messaging for Microsoft Office Live Communications Server Version 1.1.18, if a user added a contact to the contact list on their computer, then started a conversation with that contact, the contact would have seen the user as offline in the enterprise instant messaging application on the BlackBerry device. In BlackBerry Instant Messaging for Microsoft Office Live Communications Server 2005 Version 2.0.25, this issue is resolved.

BlackBerry Instant Messaging for Novell GroupWise Messenger Version 2.0.25

SDR 92584	In BlackBerry® Instant Messaging for Novell® GroupWise® Messenger Version 1.1.31, if a user added a contact to the contact list on their computer, then started a conversation with that contact, the contact would have seen the user as offline in the enterprise instant messaging application on the BlackBerry device. In BlackBerry Instant Messaging for Novell GroupWise Messenger Version 2.0.25, this issue is resolved.

BlackBerry Manager

SDR 154745	In BlackBerry Enterprise Server Version 4.1 SP4, if you tried to access the user rules for the pull rule settings at the BlackBerry Domain level, the BlackBerry Enterprise Server might have stopped responding if your environment contained a large number of users. In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.
SDR 151555	In BlackBerry Enterprise Server Version 4.1 SP2 and later, if you tried to send a PIN message to a user when the Status column was removed from the Users tab in the BlackBerry Manager, the message was not sent and a "No valid users were selected" error message was displayed. In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.
SDR 149594	In BlackBerry Enterprise Server Version 4.1 SP4, when you opened the BlackBerry Manager, the BlackBerry Manager sent a request to the computers that hosted the BlackBerry Enterprise Servers to determine the status of the BlackBerry Enterprise Servers. This request was sent regardless of whether the BlackBerry Enterprise Server computers were available. As a result, the BlackBerry Manager could take a longer time than expected to start if the BlackBerry Enterprise Server computers were not available. In BlackBerry Enterprise Server Version 4.1 SP5, an additional request (with a 2 second timeout) is sent prior to this request, which determines whether the BlackBerry Enterprise Server computers are available.
SDR 148793	In BlackBerry Enterprise Server Version 4.1 SP4, the BlackBerry Manager might have stopped responding if an administrator with the senior help desk role tried to edit a user's settings. In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.
SDR 148328	In BlackBerry Enterprise Server Version 4.1 SP4, if you tried to send applications to a BlackBerry device over the wireless network, and the application delivery failed because the BlackBerry device type was not listed in the device.xml file, you received no notification about why the application delivery failed. In BlackBerry Enterprise Server Version 4.1 SP5, a notification displays in the Software Config Status tab that informs you that you must update the device.xml file with the BlackBerry device type.
SDR 142746	In BlackBerry Enterprise Server Version 4.1 SP4, if you created a new custom IT policy in the BlackBerry Manager, then tried to open that IT policy in a remote BlackBerry Manager, an application error displayed and you could not edit the IT policy. In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.
SDR 139578	In BlackBerry Enterprise Server Version 4.1 SP4, BlackBerry Enterprise Server administrators could send the "Set Password and Lock Handheld" command with a forbidden password. As a result, the BlackBerry device did not apply the command and the password was not enabled on the BlackBerry device. In BlackBerry Enterprise Server Version 4.1 SP5, BlackBerry Enterprise Server administrators cannot send the "Set Password and Lock Handheld" command with a forbidden password.
SDR 137878	In BlackBerry Enterprise Server Version 4.1 SP3, if you created a custom email message for enterprise activation, the custom message was not successfully delivered to users. In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.
SDR 137440	In BlackBerry Enterprise Server Version 4.1 SP3 and later, if you changed the PIM settings of a user group, the PIM settings of the existing users in the group and the new users that you added to the group were lost. In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.
SDR 137013	In BlackBerry Enterprise Server Version 4.1 SP4 and earlier, if you re-sent service books to multiple users, you had to confirm the resend in a dialog box for each user that you selected. In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.

BlackBerry Manager

SDR 133978	In BlackBerry Enterprise Server Version 4.1 SP4 and earlier, if you right-clicked a server name in the left pane of the BlackBerry Manager and then clicked Refresh, the user list might not have displayed in the right pane. In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.
SDR 130230	In BlackBerry Enterprise Server Version 4.1 SP3 and later, if you configured folder redirection settings using the BlackBerry Manager, these settings might not have been applied successfully to BlackBerry devices. In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.
SDR 129405	In BlackBerry Enterprise Server Version 4.1 SP2 and later, if the connection to the BlackBerry Configuration Database was lost and then restored, the BlackBerry Manager might have stopped responding. In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.
SDR 123699	In BlackBerry Enterprise Server Version 4.1 SP3 and later, if you deleted a user from the BlackBerry Enterprise Server, the user was successfully deleted, but an error message was written to the BlackBerry Manager log file. In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.
SDR 121116	In BlackBerry Enterprise Server Version 4.1 SP2 and later, if you used the Remote Administrator option to remove the security administrator role for a user, you were prompted to remove the user from the system administrator and security administrator Microsoft SQL Server roles. If you removed the role using the List Administrators option, you were not prompted to remove the user from the additional roles. In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.
SDR 104975	In BlackBerry Enterprise Server Version 4.1 SP2 and later, when you viewed a user's properties, the IT policy status field appeared twice. In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.

BlackBerry MDS Connection Service

SDR 158128	In BlackBerry Enterprise Server Version 4.1 SP4, in certain circumstances, the BlackBerry MDS Connection Service might not have been able to read the mappingscache.bin file. As a result, the BlackBerry MDS Connection Service might have stopped responding. In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.
SDR 150710	In BlackBerry Enterprise Server Version 4.1 SP4, if a user browsed to a web site that required proxy authentication, then cancelled the authentication and browsed to a web site that did not require proxy authentication, the user was still prompted to provide authentication credentials, because the proxy method was determined from a cache. In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.
SDR 146044	In BlackBerry Enterprise Server Version 4.1 SP4, if the BlackBerry MDS Connection Service was configured to use a proxy server, and RSA Authentication was turned on for BlackBerry device users, a 403 error was displayed on users' BlackBerry devices when they tried to browse to web sites using the BlackBerry® Browser. In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.
SDR 136608	In BlackBerry Enterprise Server Version 4.1 SP4, in certain circumstances, if the BlackBerry Enterprise Server used a different proxy server for certain user requests, the original authentication object that was associated with the proxy server might have been overwritten. In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.

BlackBerry Messaging Agent

SDR 151878	In BlackBerry Enterprise Server Version 4.1 SP4 and earlier, if a BlackBerry device sent data packets for wireless message reconciliation to the BlackBerry Enterprise Server, and the data packets failed to reach the BlackBerry Enterprise Server, the BlackBerry device sent a configuration packet to the BlackBerry Enterprise Server. If the configuration packet failed to reach the BlackBerry Enterprise Server, the configuration information for the BlackBerry device was removed. If the BlackBerry Enterprise Server experienced a delayed outage, the BlackBerry Enterprise Server would not have identified BlackBerry devices that had lost configuration information. As a result, the BlackBerry Enterprise Server sent configuration information to the BlackBerry devices again; this caused messages to be reconciled incorrectly between users' email applications and BlackBerry devices. In BlackBerry Enterprise Server Version 4.1 SP5, you can control how often BlackBerry devices send configuration packets to the BlackBerry Enterprise Server by changing the OTAFMResendConfigOnTimer and OTAFMResendConfigIntervalHours registry keys. By default, the registry keys are disabled.
SDR 140405	In BlackBerry Enterprise Server Version 4.1 SP3, in certain circumstances, the PINs of active users might have been changed to a "No PIN" value, which prevented users from sending messages. In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.
SDR 140054	In BlackBerry Enterprise Server Version 4.1 SP4, in certain circumstances, the BlackBerry Enterprise Server used increased amounts of memory when the BlackBerry Messaging Agent processed messages that were signed and encrypted using S/MIME. In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.

BlackBerry Messaging Agent

SDR 139470	In BlackBerry Enterprise Server Version 4.1 SP4, when a BlackBerry device completed enterprise activation, a confirmation message was repeated multiple times in the BlackBerry Messaging Agent log file. This repeated log entry might have resulted in incorrect reports generated by monitoring systems.
	In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.
SDR 130975	In BlackBerry Enterprise Server Version 4.1 SP4, if a message was hard-deleted from Microsoft® Outlook®, and the message was previously read and saved on the BlackBerry device, the message status changed to unread on the BlackBerry device.
	In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.

BlackBerry Policy Service

SDR 137620	In BlackBerry Enterprise Server Version 4.1 SP4, if you performed an interactive software load and copied software to the PackageCache folder, the BlackBerry Policy Server might have stopped responding when it tried to poll for missing applications.
	In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.
SDR 134056	In BlackBerry Enterprise Server Version 4.1 SP4, the method for re-key processing grouped multiple users together instead of distributing the re-key events evenly. This might have resulted in increased activity on the BlackBerry Policy Service and database access issues.
	In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.

Logging

SDR 155118	In BlackBerry Enterprise Server Version 4.1 SP4, the device management connector might have incorrectly reported that certain BlackBerry device users did not exist, and wrote an excessive amount of errors to the device management connector log files.
	In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.
SDR 154695	In BlackBerry Enterprise Server Version 4.1 SP4, when the DeviceUserState check occurred, a "No request sent to server" error was written to the device management connector log files for each record that was associated with a user that was not enabled for the database. These records were not deleted or skipped the next time the DeviceUserState check occurred (scheduled for every 30 minutes). As a result, the same errors were written to the device management connector log files.
	In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.
SDR 154690	In BlackBerry Enterprise Server Version 4.1 SP4, a "Failed to LoadXML" error message was written repeatedly to the device management connector log files for multiple users.
	In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.
SDR 151330	In BlackBerry Enterprise Server Version 4.1 SP4, in certain circumstances, BlackBerry Enterprise Server components did not create a new daily log file after midnight on the previous day. The previous day's log files remained locked, and new log files for the current day were not created until the BlackBerry Enterprise Server component was restarted.
	In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.
SDR 126590	In BlackBerry Enterprise Server Version 4.1 SP4 and earlier, if you disabled a user account in Microsoft® Active Directory® and removed the user's mailbox from Microsoft® Exchange, then hard deleted a user using the BlackBerry User Administration Tool, the BlackBerry Enterprise Server Alert Tool wrote an excessive number of foreign key constraint errors to the BlackBerry Enterprise Server Alert Tool log file.
	In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.

MAPI applications

SDR 141801	One or more MAPI applications running on a host server may use the same shared memory space. The amount of memory allocated in the shared memory space is set by the first application that calls the MAPIInitialize function on a per user basis. By default, the shared memory space is set as 0x100000. The size of the shared memory space can be configured for an application to be as high as 0x800000 by adding the SharedMemMaxSize registry key. The BlackBerry Enterprise Server utilizes this additional memory space. If another process using the BESAdmin account calls the MAPIInitialize function before the BlackBerryAgent.exe starts, the size of the shared memory space is set to the default size of 0x100000. In this circumstance, the BlackBerry Enterprise Server might exceed the amount of available memory, resulting in an "E_OUTOFMEMORY(8007000E)" error.
	The bbmgrw32 and BESUserAdminService registry keys have been added to HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows Messaging Subsystem\Applications to make sure that the shared memory space is set by other BlackBerry Enterprise Server services that might call the MAPIInitialize function prior to the BlackBerryAgent.exe.

MMC snap-in

SDR 149749	In certain circumstances, the BlackBerry Manager for MMC might have stopped responding shortly after starting.
	In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.

PIM synchronization	
SDR 145411	In BlackBerry Enterprise Server Version 4.1 SP3 and later, if a user deleted a contact from Microsoft Outlook in a Microsoft Exchange Version 5.5 environment, the contact was not removed from the address book on the user's BlackBerry device.
	In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.
SDR 144870	In BlackBerry Enterprise Server Version 4.1 SP4, in certain circumstances, if a user performed an address lookup on the BlackBerry device, only the default address book properties were displayed in the lookup results.
	In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.
SDR 131402	In BlackBerry Enterprise Server Version 4.1 SP3 and later, if a user added a contact to their address book using the address lookup on the BlackBerry device, the user was not able to see the contact's availability information if they tried to schedule a meeting with that contact using Microsoft Outlook.
	In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.
SDR 130877	In BlackBerry Enterprise Server Version 4.1 SP4, if a user performed an address lookup from the BlackBerry device and entered only "G", the address lookup returned every address on the mail server.
	In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.
SDR 95925	In BlackBerry Enterprise Server Version 4.1 SP4 and earlier, in certain circumstances, if a user's information was not successfully recorded in certain rows of the SyncDeviceMgmt table in the BlackBerry Configuration Database, the user's BlackBerry device information was not displayed in the BlackBerry Manager.
	In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.

Setup program	
SDR 149102	If you upgraded from BlackBerry Enterprise Server Version 4.1 SP3 to BlackBerry Enterprise Server Version 4.1 SP4, the BlackBerry Configuration Database might not have been upgraded due to a script error.
	In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.
SDR 147976	In BlackBerry Enterprise Server Version 4.1 SP4, you might have received the following error message when updating the BlackBerry Configuration Database from the BlackBerry Configuration Panel: "DB Upgrade Failed. Error Executing SQL Statement."
	In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.
SDR 143787	In BlackBerry Enterprise Server Version 4.1 SP4, if you upgraded the BlackBerry Enterprise Server and you had Microsoft SQL Server 2005 or Microsoft SQL Server 2005 Express Edition installed locally, the setup application stopped responding during the server configuration portion of the upgrade.
	In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.
SDR 135067	In BlackBerry Enterprise Server Version 4.1 SP4, during an upgrade to BlackBerry Enterprise Server Version 4.1 SP4, the files "krb5.conf" and "MdsLogin.conf" in the folder \\Program Files\Research In Motion\BlackBerry Enterprise Server\MDS\Servers\<server>\config" were overwritten.
	In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.

Wireless calendar synchronization	
SDR 142565	In BlackBerry Enterprise Server Version 4.1 SP4, calendar appointments that were created on the BlackBerry device and scheduled to begin at any time between October 1 and October 28 appeared 1 hour late in recipients' calendars on both the BlackBerry device and in the email application on their computers.
	In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.
SDR 136801	In BlackBerry Enterprise Server Version 4.1 SP4, if a user sent a meeting invitation from the BlackBerry device and a recipient had an unknown value for the PR_EMAIL_ADDRESS, PR_ENTRY_ID, or PR_ADDRTYPE property, an exception was thrown.
	In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.
SDR 133046	In BlackBerry Enterprise Server Version 4.1 SP3 and later, if a user created a recurring meeting using Microsoft® Outlook® Web Access, and then updated the meeting's start time or date from their BlackBerry device, the recurring meeting was not updated successfully in Microsoft Outlook Web Access.
	In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.
SDR 126850	In BlackBerry Enterprise Server Version 4.1 SP2 and later, if a BlackBerry device received an IT policy that changed the Disable Wireless Calendar rule setting to False, the wireless calendar on the BlackBerry device remained disabled.
	In BlackBerry Enterprise Server Version 4.1 SP5, this issue is resolved.

Known issues

Key issues	
SDR 169257	BlackBerry® Connect™ software version 4.0 cannot activate successfully and displays an error. During the activation process, wireless synchronization stops responding when the BlackBerry Enterprise Server sends larger configuration packets than the BlackBerry Connect software expects. Visit www.blackberry.com/knowledgecenterpublic/livelink.exe?func=ll&objId=1264708 to read the critical advisory for this issue.

BlackBerry Attachment Service	
SDR 153315	If you upgrade a remote BlackBerry Attachment Service, the maximum file size settings that you configured previously change to the default values.

BlackBerry Controller	
SDR 155101	In certain circumstances, if you stop and then restart the BlackBerry Controller, the BlackBerry Controller does not start the BlackBerry Messaging Agent. As a result, users cannot send or receive messages.

BlackBerry Instant Messaging for IBM Lotus Sametime Version 2.0.0.25	
SDR 75641	When a user uses the enterprise instant messaging application to open a conversation with a contact, then invites more contacts to join the conversation, an invitation is sent to all contacts. If a contact on a different BlackBerry Enterprise Server refuses the invitation, the user is unable to invite the contact to join the conversation again.
SDR 69400	If a user logs in to the enterprise instant messaging application, presence notification is turned off in the email application on the user's computer.
SDR 53744	Users are unable to create a new group when they add a contact to the enterprise instant messaging application.

BlackBerry Instant Messaging for Microsoft Office Live Communications Server 2005 for Microsoft Office Communicator Version 2.0.25	
SDR 154422	In certain circumstances, if a user is logged in to both the enterprise instant messaging application on the BlackBerry device and the Microsoft® Office Communicator client on their computer, the user receives an error message if they try to send a message from the Microsoft Office Communicator client. The message is not delivered successfully.
SDR 150965	In certain circumstances, if a user sends two messages in quick succession from the enterprise instant messaging application on the BlackBerry device, and the recipient then accepts the conversation invite using the Microsoft Office Communicator client on their computer, the second message might not be delivered, and an "Error Code 100" message displays in the conversation window.

BlackBerry Instant Messaging for Novell GroupWise Messenger Version 2.0.0.25	
SDR 151305	If a user changes their status to "Appear offline" while in a conversation, the conversation window remains open, but the user cannot send messages. If the user changes their status back to "Online", the user cannot be invited into the same conversation again.
SDR 75641	When a user uses the enterprise instant messaging application to open a conversation with a contact, then invites more contacts to join the conversation, an invitation is sent to all contacts. If a contact on a different BlackBerry Enterprise Server refuses the invitation, the user is unable to invite the contact to join the conversation again.

BlackBerry Manager	
SDR 138326	In the All Users view in the BlackBerry Manager, if you try to sort users using the phone number column or the serial number column, the BlackBerry Manager is not able to sort the users correctly if either column contains a blank record.

BlackBerry Messaging Agent	
SDR 101974	If a user opens a digitally signed S/MIME message with a .jpg attachment, two attachments appear with the same file name. If the user retrieves one of the attachments, closes the message, and then reopens it, an error message appears.

BlackBerry MDS Integration Service	
SDR 97174	If a user backs up the data on the BlackBerry device, upgrades the BlackBerry MDS Runtime, and then attempts to unsubscribe from a push application subscription, a "Processor	Failed to process message.	ErrorCode=SOAP_BACKEND_ERROR; MsgType=Unknown; ErrCause=Subscription not found" error appears on the BlackBerry device.
SDR 95252	In some circumstances, a "[FATAL][2006-07-06 09:30:21,046][ThreadPool]Thread	Thread is blocked. Restart server or contact system administrator.	Name=default" error appears in the BlackBerry MDS Integration Service log file after you restart the BlackBerry MDS Integration Service.

BlackBerry MDS Runtime

SDR 114803	If a user installs a BlackBerry MDS Runtime Application on a BlackBerry device, and you publish another version of the application, if the user installs the second version while running the original version, both versions of the application are installed on the BlackBerry device.

BlackBerry Policy Service

SDR 139130	In certain circumstances, if you restart the BlackBerry Policy Service, move users between BlackBerry Enterprise Servers, or resend service books to BlackBerry devices, certain user accounts might not be able to send or receive data because they receive duplicate or idle IT policies that contain old data. **Workaround** Resend the appropriate IT policies or service books to the affected users.

Logging

SDR 153791	If the EnableExceptionStackTrace registry key is enabled, first chance exceptions are logged and might be recognized as an uncaught exception by the monitoring software used in your environment.

Setup program

SDR 162259	If you upgrade BlackBerry Enterprise Server Version 4.0 SP7 to BlackBerry Enterprise Server Version 4.1 SP5, the BlackberryRouterPerf.dll registry value is incomplete. As a result, several error messages display in the event viewer if performance monitoring is turned on. **Workaround** 1. On the computer that hosts the BlackBerry Enterprise Server, start the Registry Editor. 2. In the left pane, browse to HKEY_LOCAL_MACHINE\System\Current Control Set\Services\BlackBerry Router\Performance. 3. Right-click the Library value and then click Modify. 4. At the end of the path (for example, C:\Program Files\Research In Motion\BlackBerry Enterprise Server\Router\), type BlackberryRouterPerf.dll 5. In the Windows Services, restart the Performance Logs and Alerts service.
SDR 135348	A user with the junior help desk administrator role has the ability to modify the mapping between the BlackBerry Enterprise Server and the environment's instant messaging server during the installation process. If a user does not select the appropriate mapping settings during the installation process, your instant messaging service could be disrupted.